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SECRETARY-GENERAL'S BULLETIN

ORGANIZATION OF THE OFFICE OF CENTRAL SUPPORT SERVICES

The Secretary-General, pursuant to Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations", and for the purpose of establishing the organizational structure of the Office of Central Support Services, promulgates the following:

Section 1

General provision

The present bulletin shall apply in conjunction with Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations".

Section 2

Functions and organization

2.1 The Office of Central Support Services:

(a) Provides advice and support to the Secretary-General through the Under-Secretary-General for Management on ways and means to strengthen the common services of the Organization and to provide common services to other organizations of the United Nations, especially its funds and programmes, where they can result in more effective and efficient services;

(b) Provides advice on the streamlining and harmonization of regulations, rules, policies and procedures, as they relate to the provision of such services;

(c) Provides advice on economies of scale for central and common services and makes recommendations for selective outsourcing of services.

2.2 The Office of Central Support Services is responsible for providing specific services, including the following:

(a) Planning and carrying out a security, fire prevention and safety programme to provide protection for United Nations delegates, staff, visitors, buildings and the grounds at large;

(b) Providing efficient, reliable and cost-effective information technology services and telecommunications operations and infrastructure to all offices in the Organization;

(c) Developing and maintaining the Integrated Management Information System (IMIS), which supports the processing of the majority of the personnel, financial and procurement transactions of the Organization;

(d) Implementing and operating IMIS, in particular by providing specifications for changes and conducting user acceptance tests, support of the departments and offices with delegated administrative authority and the monitoring of the operations of the system;

(e) Ensuring the efficient, effective and economical administration of procurement and related services for Headquarters, offices away from Headquarters and peace-keeping and other field missions;

(f) Providing cost-effective, qualitative and timely travel, transportation and related services to the United Nations, its staff, members of delegations and others at Headquarters;

(g) Providing for the effective and efficient management, maintenance and operation of existing facilities, including office and conference facilities and the support services necessary for the Organization to carry out its work;

(h) Overseeing the commercial activities carried out on United Nations premises and in support of the work of the Organization, and administering those contracts;

(i) Managing the operations of the United Nations Postal Administration;

(j) Maintaining custody of the archives of the United Nations.

2.3 The Office is divided into organizational units, as described in the present bulletin.

2.4 The Office is headed by the Assistant Secretary-General for Central Support Services. The Assistant Secretary-General and the officials in charge of each organizational unit, in addition to the specific functions set out in the present bulletin, perform the general functions applicable to their positions, as set out in Secretary-General's bulletin ST/SGB/1997/5.

Section 3

Assistant Secretary-General for Central Support Services

3.1 The Assistant Secretary-General for Central Support Services is accountable to the Under-Secretary-General for Management.

3.2 The Assistant Secretary-General is responsible for all the activities of the Office of Central Support Services, its administration and management, as well as the coordination of common services; provides the Secretary-General, through the Under-Secretary-General for Management, with advice and support on all matters that relate to the provision of such services to the Organization, both for Headquarters and for offices away from Headquarters, including other organizations of the United Nations, especially its funds and programmes; plans, organizes, directs and monitors, through the senior managers of the Office, the effective and efficient provision of central support services, including: security and safety; information technology and telecommunications; IMIS; procurement and contract administration; travel and transportation; facilities management; commercial activities oversight; the United Nations Postal Administration; and the management of the archives and records of the United Nations.

Section 4

Office of the Assistant Secretary-General

4.1 The Office of the Assistant Secretary-General is headed by a Chief who is accountable to the Assistant Secretary-General.

4.2 The core functions of the Office of the Assistant Secretary-General are as follows:

(a) Advising the Assistant Secretary-General on central support and common services policies and guidelines;

(b) Addressing specific policy and management issues;

(c) Preparing reports and notes on matters related to central support and common services for consideration by the Assistant Secretary-General;

(d) Acting as focal point for information on all aspects of the work of the Office of Central Support Services;

(e) Coordinating interdepartmental activities and undertaking the necessary follow-up;

(f) Consulting, negotiating and coordinating with other departments, offices, funds and programmes on matters of mutual concern;

(g) Overseeing the activities of the various interdivisional working groups established under the authority of the Assistant Secretary-General;

(h) Coordinating substantive activities for the Office of Central Support Services in the area of information technology.

4.3 The Office of the Assistant Secretary-General also provides secretariat services to the Headquarters Committee on Contracts and the Headquarters Property Survey Board.

Section 5

Security and Safety Service

5.1 The Security and Safety Service is headed by a Chief who is accountable to the Assistant Secretary-General.

5.2 The core functions of the Service are as follows:

(a) Advising the Assistant Secretary-General on security policies and programmes for the United Nations;

(b) Planning and carrying out a security, fire prevention and safety programme to provide protection for United Nations delegates, staff, visitors, buildings and the grounds at large;

(c) Maintaining liaison with local and foreign law enforcement authorities to ensure the protection of United Nations officials and visiting dignitaries;

(d) Providing personal protective security for high-level United Nations officials on both a continuous and an ad hoc basis;

(e) In consultation with other Secretariat offices, providing specialist advice on the selection and designation of senior staff for employment and assignment in security duties within the United Nations, including peace-keeping and other field operations;

(f) Establishing the Headquarters Security and Safety Service as the prototype for security and safety services at other United Nations duty stations, and setting standards in this regard for policies, training, equipment, weapons and vehicles;

(g) Investigating losses, thefts, accidents, property damage claims and other incidents;

(h) Issuing United Nations identification cards and maintaining a database of all identification card holders, including members of delegations and other diplomatic personnel, staff members, representatives of non-governmental organizations, accredited representatives of the news media, contractual personnel and other authorized persons requiring access to the United Nations premises;

(i) Providing, where appropriate, other common services related to its functions to all organizations of the United Nations at Headquarters, including its funds and programmes.

Section 6

Information Technology Services Division

6.1 The Information Technology Services Division is headed by a director who is accountable to the Assistant Secretary-General.

6.2 The core functions of the Division are as follows:

(a) Advising the Assistant Secretary-General on all matters pertaining to information technology and telecommunications policies, guidelines and practices in the United Nations;

(b) Formulating policies and strategies, and establishing guidelines relating to the use of information technology and telecommunications services in the United Nations;

(c) Developing and managing a cost-effective, current and secure computing technology and telecommunications infrastructure in the United Nations Secretariat at Headquarters;

(d) Providing strategic technical and policy advice and secretariat support to the Information Technology Coordination Committee;

(e) Managing the planning, implementation and operation of the United Nations global telecommunications network;

(f) Providing guidance on the design of telecommunications facilities at United Nations offices away from Headquarters, and ensuring that those facilities can interoperate with other parts of the United Nations network; promoting standardization of technology to be used within the United Nations global network;

(g) Developing, maintaining and operating the central computing infrastructure, and providing computing services to all offices connected to the United Nations Secretariat network;

(h) Developing, maintaining and operating automated systems to distribute standard application software to personal computers connected to the United Nations Secretariat network;

(i) Providing information security administration services to all offices connected to the United Nations Secretariat network;

(j) Providing guidance to departments and offices on the suitability, design and implementation of departmental applications using information technology;

(k) Planning, directing and managing enterprise-wide systems, including the optical disk system and the electronic mail, Intranet and document management systems;

(l) Rendering advice on electronic publishing media and methodologies; providing standards and technical support for multilingual electronic documents and publications;

(m) Providing, as appropriate, common services in the areas of its expertise to other organizations of the United Nations at Headquarters, including its funds and programmes.

Section 7

Division of the Integrated Management Information System

7.1 The Division of the Integrated Management Information System is headed by a Chief who is accountable to the Assistant Secretary-General.

7.2 The core functions of the Division are as follows:

(a) Advising the Assistant Secretary-General on issues as they relate to IMIS;

(b) Developing, implementing and maintaining the System, which supports as a common service the processing of the majority of the personnel, financial and support services transactions of the Organization worldwide;

(c) Coordinating with the user areas at Headquarters, and with offices away from Headquarters, to define priorities for System modifications and expansions, ensuring timely delivery of required software changes;

(d) Guiding offices away from Headquarters in the implementation of the System and its upgrades, providing support and coordinating maintenance and operations activities;

(e) Coordinating with other organizations and agencies of the United Nations system in order to achieve economies in the development of System applications of common interest.

Section 8

Procurement Division

8.1 The Procurement Division is headed by a director who is accountable to the Assistant Secretary-General.

8.2 The core functions of the Division are as follows:

(a) Advising the Assistant Secretary-General on all matters related to procurement policies, procedures and practices in the United Nations;

(b) Ensuring the efficient, effective and economical administration of procurement and related support services for Headquarters, offices away from

Headquarters and peacekeeping and other field missions: providing common procurement services to United Nations funds and programmes, as appropriate;

(c) Negotiating, preparing and administering contracts for the procurement of supplies, equipment, contractual services, external printing and binding services;

(d) Processing and expediting acquisitions, bids, requests for proposals, purchase orders and invoices;

(e) Preparing presentations to the Headquarters Committee on Contracts;

(f) Maintaining the supplier roster and managing related services, including registration, evaluation and maintenance of supplier information.

Section 9

Travel and Transportation Service

9.1 The Travel and Transportation Service is headed by a Chief who is accountable to the Assistant Secretary-General.

9.2 The core functions of the Service are as follows:

(a) Advising the Assistant Secretary-General on all travel, transportation, travel document, and host country issues as they relate to United Nations travel;

(b) Establishing United Nations policy on major issues related to travel and transportation;

(c) Administering and managing all aspects of official travel and transportation in the United Nations and, as appropriate, as a common service to other organizations of the United Nations and to its funds and programmes; arranging, monitoring and auditing the routing of all travel undertaken at United Nations expense, accommodation, and the shipment of household goods and personal effects;

(d) Issuing United Nations laissez-passers and other travel documents for all staff and officials of the United Nations and its specialized agencies; monitoring policy compliance for renewals at offices away from Headquarters and other duty stations and field missions;

(e) Handling all issues related to United States residency permits for United Nations staff (G-4 visa) and arranging for the issuance of consular visas for Headquarters staff; preparing all reports to the host country with regard to appointments, separations and other staff changes at Headquarters;

(f) Arranging and coordinating the shipment and insurance of the household goods and personal effects of all United Nations staff at Headquarters, and overseas-to-overseas shipments between United Nations duty stations;

(g) Operating and managing all official vehicles at Headquarters;

(h) Carrying out mail deliveries within the United Nations complex at Headquarters and to all permanent and observer missions to the United Nations at Headquarters;

(i) Receiving and inspecting incoming goods delivered to the United Nations by its commercial vendors;

(j) Controlling and issuing office supplies to United Nations departments and offices; maintaining stationery, forms and other expendable items.

Section 10

Facilities Management Division

10.1 The Facilities Management Division is headed by a director who is accountable to the Assistant Secretary-General.

10.2 The core functions of the Division are as follows:

(a) Advising the Assistant Secretary-General in policy matters as they relate to the work of the Facilities Management Division;

(b) Formulating strategy and management policies for the physical operation and maintenance of the premises at United Nations Headquarters;

(c) Planning, allocating, managing, maintaining and operating the existing physical facilities of the Organization at United Nations Headquarters, where appropriate providing a common service to other organizations and to funds and programmes in facility management;

(d) Managing, operating and maintaining the electronic conference/meeting, video-conferencing and public information broadcast facilities at Headquarters;

(e) Maintaining and operating the Headquarters premises physical plant, including: heating, ventilation and air-conditioning, plumbing, carpentry/upholstery/carpet, painting and general maintenance services;

(f) Designing and managing construction work and alterations at Headquarters, including architectural and engineering services;

(g) Managing and allocating all office, storage and public space in United Nations-owned or -leased premises at Headquarters;

(h) Planning, coordinating and managing mail operations, garage administration, information and reception activities, and special events held on United Nations premises at Headquarters.

Section 11

Commercial Activities Service

11.1 The Commercial Activities Service is headed by a Chief who is accountable to the Assistant Secretary-General.

11.2 The core functions of the Service are as follows:

(a) Advising the Assistant Secretary-General in all matters as they relate to the oversight of commercial activities carried out at the United Nations, and the management of the United Nations archives and records;

(b) Overseeing the management and administering the contracts of the commercial activities at United Nations Headquarters, including the Gift Centre, catering services and news-stand;

(c) Managing the United Nations Postal Administration in New York and providing overall policy and operational direction to the European Office;

(d) Establishing policies, developing programmes and providing services for the life-cycle management of United Nations archives and records, including electronic records;

(e) Providing research services and facilities for United Nations and external researchers; advising researchers on the existence and location of records relating to their research interests, and coordinating access and declassification procedures for restricted records;

(f) Maintaining an inventory of gifts to the United Nations, including works of art;

(g) Providing, as appropriate, services related to common commercial activities to United Nations funds and programmes and to other organizations of the United Nations.

Section 12

Final provisions

12.1 This bulletin shall enter into force on 1 June 1998.

12.2 Secretary-General's bulletin of January 1974, entitled "Office of General Services" (ST/SGB/Organization, Section P(III) and Amend.2-3), is hereby abolished.

(Signed) Kofi A. ANNAN
Secretary-General